

2014 Federal Service Excellence Awards Program Award Categories

- I. Manager / Supervisor Award
 - II. Project Team Award
 - III. Administrative Professional / Technical Professional Award
 - IV. Administrative Support / Technical Support Award
 - V. Professional/Scientific Award
 - VI. Administrative Assistant/Clerical Award
 - VII. Outstanding Customer Service Award
- Community Service Recognition (Noncompetitive)**

General: Federal Service Excellence Award selectees will receive a plaque recognizing their Excellence. All employees nominated for an award will receive a certificate of recognition.

Eligibility: Nominees must be civilian employees of the Federal Government or active duty uniformed services, whose duty post is in the Greater Cincinnati Area.

Award Format and Criteria: Awards are issued primarily to recognize exemplary job performance and contributions to the Federal Government or community. The screening/selection panel will give appropriate weight to other factors. You should format all nominations as shown on the following pages. Required documentation for all award categories is limited to two pages (typed) per nominee. The nomination information is voluntary; not required by law, so each nominee must complete and return a Privacy Act Notice (attached) with the nomination package. The information you provide in the nomination will be used solely to consider the nominee for the award and for publicity purposes. The nomination package will be returned to the individual submitting such if any of the required information is omitted.

Presentation: Awards and certificates will be presented at the Federal Service Excellence Awards Celebration, Date and location to be announced.

Nomination: Nominations will be accepted from each agency or installation for one or more of the categories cited above. Each nomination must be submitted in the format shown (see attached). The agency or installation head must sign each nomination. *An original plus three (3) copies of each nomination are required (4 total).* Late, incomplete, or unformatted nominations will not be considered.

All nominations are due by **4:00 p.m. Friday, February 7, 2014** to: Greater Cincinnati Federal Executive Board, 550 Main Street, Rm 1-116, Cincinnati, OH 45202-3215 or electronically to tina.toca@va.gov.

GUIDELINES FOR PREPARATION OF NOMINATIONS

(All documentation is for the past year only)

- I. **MANAGER/SUPERVISOR AWARD** – *May include local installation managers but not agency heads; may not self-nominate.* For the purpose of this award, a manager/supervisor is a person responsible for giving direct instructions and/or orders to subordinates. A manager/supervisor is responsible for subordinates' work results and actions, evaluates their performance, administers discipline and penalties, counsel's subordinates and resolves workplace issues. Their primary scope of responsibility is exercised in the local workplace.

Factors may include:

- A. Overall competence and exemplary job performance during the past year.
- B. Successful contributions in devising or implementing new program(s) that produced greater mission effectiveness.
- C. Contributions with a specific task or project, or in developing, directing, and/or implementing new programs, tasks, or projects, resulting in greater mission effectiveness.
- D. Self-development or training/development of employees during the past year, including EEO/Diversity accomplishments, which demonstrates unusual leadership and enhances the agency's mission.

II. **PROJECT TEAM AWARD**

Note: For this award nomination you do not need to include the team members' biographical sketches / synopses of federal / community service.

This is a **TEAM of two or more employees** charged to resolve a specific problem or set of problems; to develop, plan or implement a major change / series of changes in an organization; or plan and execute a project or program.

Factors:

- A. The team's overall success in achieving its goals.
- B. The extent to which the team's work contributed to enhanced productivity, customer service, organizational efficiency, or program success.
- C. Due to the scope and time line of some project work, a team may be nominated for a project that began in a prior year.

III. ADMINISTRATIVE PROFESSIONAL/TECHNICAL PROFESSIONAL AWARD

This award is for *non-supervisory* GS-10 and above administrative, technical or program employees who are responsible for agency programs, projects, or services; e.g., personnel, budgeting and computer technology. Incumbents exercise a specialized body of technical knowledge related to the wider-scope positions/programs. This category may include staff assistants, specialist or officers, computer technology, management or program analysts, examiners, and other positions performing professional/administrative program work.

Factors:

- A. Overall competence and exemplary job performance during the past year.
Include participation on any task forces or special projects.
- B. Self-development in job-related activities during the past year.

IV. ADMINISTRATIVE SUPPORT/TECHNICAL SUPPORT AWARD

This award is for *non-supervisory* GS-10 and below administrative, technical or program employees who *support* agency programs, projects, or services; e.g., personnel, budgeting and computer technology. Incumbents normally learn and exercise a specialized body of technical knowledge related to the wider-scope positions/programs they support. This category may include specialized assistants or officers, computer technology, management or program analysts, technicians, examiners, and other positions supporting professional/administrative work, or performing program work.

Factors:

- A. Overall competence and exemplary job performance during the past year.
Include participation on any task forces or special projects.
- B. Self-development in job-related activities during the past year.

V. PROFESSIONAL/SCIENTIFIC AWARD

Nominees in this category will be employed in professional work requiring knowledge of a field of learning normally acquired through specialized university education, or certification or licensing by a government body or

professional association. (Legal, administration, scientific, medical, engineering, *etc.*)

Factors:

- A. Specific outstanding job-related accomplishment during the past year. Importance will be based on the impact to the agency or the public.
- B. Contributions made in their professional area, in addition to benefits to the agency or public service.
- C. Total record of professional accomplishment as evidenced by specific achievements, other awards, honors, professional publications, *etc.*
- D. Self-development in job-related activities during the past year.

VI. ADMINISTRATIVE ASSISTANT/CLERICAL AWARD

This category is intended to honor employees who perform support work involving office automation, correspondence, data transcribing, timekeeping, budget support, mail and file work, and other clerical or secretarial work of a less specialized nature (*e.g.*, assistant, aide, clerk, secretarial positions).

Factors:

- A. Overall competence and exemplary job performance during the past year. Include participation on any task forces or special projects.
- B. Willingness to accept and discharge responsibility above and beyond the normal scope of duties.
- C. Job-related self-development during the past year.

VII. OUTSTANDING CUSTOMER SERVICE AWARD

This category honors employees whose primary job duties involve direct or face-to-face contact with the general public.

Factors:

- A. Display of exemplary interpersonal skills, compassion, and professionalism in meeting the public to provide government services, including efforts to go the extra step to ensure the public's needs are met.
- B. Overall competence and exemplary job performance during the past year.

- C. Job related self-development in the past year that helps enhance the agency's public service image.

COMMUNITY SERVICE RECOGNITION:

“FEDERAL EMPLOYEES SERVING THEIR COMMUNITIES”

(This is a non-competitive category)

Each nominee will be presented with a “Certificate of Appreciation” for their voluntary service. No self-nominations will be accepted.

This category recognizes federal employees who contribute their time, talents & energy to community projects without pay or other compensation during non-duty hours during the past year. *Community service performed as any portion of compensated duties of employment will not be considered.*

Factors:

- A. The voluntary service may span a broad range of activities by directly or indirectly contributing to the well being of the community by either individual effort or through work in civic, community, or other humanitarian activities during the past year.
- B. Nominees should be fully successful in performance of normal duties during the past year and may not self nominate.
- C. Each agency should encourage employees to submit a brief description of their community service activities or individual effort through work in civic, community, or other humanitarian activities during the past year.

AWARD FORMAT AND CRITERIA
(THIS PAGE MUST ACCOMPANY EACH NOMINATION)

I nominate the employee named below for Award Category:

(Category Title)

A. Employee's Name, Job Title and Grade:

B. Agency/Organization:

C. Employee's Post/Duty Address:

D. Brief Biographical Sketch and Synopsis of Federal/Community Service:

E. Indicate special accommodations needed for nominees with special needs:

F. Two Page Nomination Write-up (attach):

G. Citation (Approximately 25 words or less, suitable for reading at the award ceremony and provided to the media. The citation must contain information relevant to the award/nomination.)

H. Privacy Act Statement (attach):

Signature: _____
(Agency Head)

Date: _____

Name: _____

Agency: _____

REQUIRED DOCUMENTATION FOR ALL CATEGORIES
(NOT TO EXCEED TWO TYPEWRITTEN PAGES)

- A. Superior Performance - (*Accomplishments cited should be based on job performance during the past year.*)

Describe accomplishments or sustained quality of performance clearly exceeding job expectations. Indicate in definite terms and plain language how normal job expectations were exceeded and the extent; e.g., completed unusual amount of work, achieved exceptional quality, or demonstrated extraordinary resourcefulness, imagination or ingenuity. Outstanding performance ratings or superior performance awards under a performance/incentive awards program are not prerequisites for nomination.

- B. Impact

Specify to what extent performance described in A. had a direct impact on the nominee's own job assignment, on other activities of your local organization, on your agency's work in or beyond the local area, on the operations of other government agencies, or on the community at large. When citing productivity, monetary savings, or cost avoidance, include a brief analysis that clearly details and explains the monetary or other savings achieved, and explains in plain language what the employee did that resulted in these savings.

- C. Recognition

Describe all forms of recognition the nominee received, particularly in relation to the job assignment (not a prerequisite for nomination). Include special awards, commendations, or other recognition for inventions, suggestions, special acts, sustained superior performance, and organizational recognition such as significant committee assignments, election to office, honorary membership, *etc.* Examples of recognition need not be limited to the past year, although more emphasis will be given to forms of recognition that are current or were awarded in the past year. Please provide dates for any items described in this section. The recognition can be provided as a bullet list or a table giving the title of the award, the period covered and a few words describing what the awards were for.

D. Efforts Toward Self-Development

Describe job-related activities the nominee pursued, while employed full-time in the Federal Government, using his/her own initiative and time during the past year.

E. OTHER

Describe or list any additional job-related activities and/or other information you think should be considered that has not been covered elsewhere in this nomination.

PRIVACY ACT NOTICE

FEDERAL SERVICE EXCELLENCE AWARD: SUPPORTING NOMINATION DATA

The nomination information is not required by law and, therefore, is voluntary. Information provided will be used solely in considering the nominee for the award and for publicity purposes. Exclusion of all or part of the information requested may result in the nominee not being fully considered. Photographs of the nominees and winners may be taken at the awards ceremony for publicity use by their agencies and the Federal Executive Board for publicity purposes.

EMPLOYEE STATEMENT

I understand the above Notice and agree to release the nomination and photos for the purposes shown.

Signature: _____ Date: _____

Name: _____

Agency: _____